GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:225
ANSWERED ON:19.11.2009
THEFT OF BAGGAGE AT AIRPORTS
Sugavanam Shri E.G.

Will the Minister of CIVIL AVIATION be pleased to state:

(a): whether the Government is aware of the frequent and increasing incidents of theft of valuables from the baggage of passengers after the security check -in of various airlines and other theft cases at various major airports in the country;

(b) if so, the details of such incidents reported during the last three years and the number of cases solved so far and the action taken thereon;

(c) whether the airlines have paid adequate compensation to those whose things were stolen and steps taken to curb such incidents of theft in future;

(d) if so, the details thereof; and

(e) if not, the reasons therefor?

Answer

MINISTER OF THE STATE (INDEPENDENT CHARGE) IN THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL)

(a): Yes, Sir.

(b): Information is being collected and will be laid on the Table of the House.

(c),(d) & (e): Airlines give compensation for baggage lost cases as per company policy,which is displayed on their respective websites. Scheduled domestic airlines have taken the following steps to curb the baggage theft cases:

All loaders are frisked thoroughly before and after the loading. Enhanced vigilance at airports. Loading/unloading of checked-in baggage under supervision of security/Airport services staff. Automated Baggage Reconcialiation system at metros to reduce instances of such mishandlings. Extensive training is imparted to ramp staff (especially loaders) on baggage handling. Establishment of dedicated baggage handling units at Metros. Tally sheet implemented for each flight by some airlines which is handled by well trained staff.